

Term End Examination : June – 2018
Diploma in Office Management
Human Resource Management & Organisational Behaviour

DOM-05

Time: 3 hours

Full Marks: 100

Read the instructions carefully before attempting questions from each group.

GROUP – A

Q.No. 1. Answer all questions selecting the right options. Each carries 1 Mark [1 X 10 = 10]

- i. Human Resource Management includes all the following activities *except*:
 - a) conducting job analysis.
 - b) production forecasts.
 - c) orienting and training new employees.
 - d) building employee commitment.

- ii. The function of HR managers assisting and advising line management is a:
 - a) line function.
 - b) staff function.
 - c) consulting function.
 - d) organizational function.

- iii. What is the process called by which individuals organize and interpret as per their sensory immersions in order to give meaning to their environment.
 - a) Motivation
 - b) Perception
 - c) Learning
 - d) Attitude

- iv. In which theory of learning unconditional stimuli becomes conditioned by association
 - a) Classical conditioning
 - b) Operant conditioning
 - c) Parallel conditioning
 - d) None of the above

- v. Superego is the ____
 - a) Storehouse of all innate libidos
 - b) reality existing in the world
 - c) Moral arm and conscience keeper
 - d) None of the above

- vi. _____ denotes feelings of attraction for each other, and wanting to be co-members of the group
 - a) Group norm
 - b) Group plan
 - c) Group Role
 - d) Group Cohesiveness

- vii. Job analysis methods include the following *except* for:
 - a) observation.
 - b) interview.
 - c) questionnaire.
 - d) narrative.

- viii. Once employees have been recruited and selected, the next step would be:
- | | |
|-------------------------------|--------------------------|
| a) discipline and counseling. | c) hiring and firing. |
| b) socialization. | d) Performance appraisal |
- ix. Advantages of on-the-job training include all of the following, *except*:
- | | |
|-------------------------------------|------------------------------|
| a) being relatively inexpensive. | c) learning while producing. |
| b) minimal or no use of classrooms. | d) safety. |
- x. Which is NOT an advantage of employee empowerment
- | | |
|------------------------|---------------------------|
| a) Boosts productivity | c) Turnover is increased |
| b) Can embrace change | d) Collaboration enhanced |

GROUP – B

Q.No. 2. Answer any 4 questions each within 50 words. Each carries 5 marks [5 X 4 = 20]

- a) What are the objectives of Human Resource Management?
- b) Define perception and discuss its importance in management
- c) What is social learning
- d) What is collective bargaining?
- e) What is panel interview?
- f) What is bonus?

GROUP – C

Q.No.3. Answer any 4 questions each within 200 words. Each carries 10 Marks [10 X 4 = 40]

- a) What are the various functions carried out by HRM department in an organization?
- b) Explain the operant conditioning theory of learning
- c) What are the determinants of personality?
- d) Describe the five stage model of group development process
- e) Explain different on-the-job training methods
- f) Critically analyse Lewin's change model

GROUP – D

Q.No.4. Answer any 2 questions each within 250 words. Each carries 15 Marks. [15 X 2 = 30]

- a) Discuss the factors influencing perception
- b) Discuss the different types of tests conducted in selection process
- c) Explain the levels and types of employee participation.
- d) Explain the process of Performance Management.

=0=